

**B.Sc. (Hospitality & Hotel Administration)(CBCS 2016 Course Sem-VI  
: SUMMER - 2019  
SUBJECT : 5) FRONT OFFICE MANAGEMENT**

Day : Monday  
Date : 08/04/2019

**S-2019-2443**

Time : 02.00 PM To 04.30 PM  
Max. Marks : 60

**N. B.:**

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.

**SECTION – I**

**Q. 1** Attempt **ANY THREE** of the following: **(06)**

- a) Define Master Budget and budgetary control.
- b) Explain in detail staff motivation.
- c) Give the formula of the following:
  - i) ARR
  - ii) ARG
- d) Explain the following:
  - i) Wash factor
  - ii) Lead time

**Q. 2** Attempt **ANY THREE** of the following: **(12)**

- a) List any six international hotel brands and three national brands of hotels with two examples each.
- b) Explain 7 C's of communication.
- c) What are various types of budget?
- d) Explain the following:
  - i) Job Specification
  - ii) Job Description
  - ii) Job Analysis

**Q. 3** Attempt **ANY THREE** of the following: **(12)**

- a) Write a short note on:
  - i) Various method of welcoming guest in hotel
  - ii) Emerging need of foreign language in hotel industry
- b) What are the various challenges in yield management?
- c) Discuss the sources of labour in recruitment process.
- d) What is forecasting? What is the data required for forecasting?

**SECTION – II**

**Q. 4** Attempt **ANY THREE** of the following: **(06)**

- a) Explain following property management system modules
  - i) Registration
  - ii) Cashiering
- b) Explain the components of total quality management in Inn keeping.
- c) Elaborate on technology in guest room.
- d) What are the benefits of loyalty programmes?

**P. T. O.**

**Q. 5** Attempt **ANY THREE** of the following: **(12)**

- a)** Elaborate on concept of Management Information System.
- b)** Explain Rooms Division Income Statement.
- c)** Write a short note on Measuring guest services.
- d)** Explain the following:
  - i)** Job Description    **ii)** Position Description    **iii)** Orientation

**Q. 6** Attempt **ANY THREE** of the following: **(12)**

- a)** Explain daily operations report. What information does it provides to hotel management.
- b)** Elaborate on effective use of standard operating procedures in front office department.
- c)** Explain the following in detail:
  - i)** In room entertainment system    **ii)** Biometric locking system
- d)** Explain the following:
  - i)** RFID    **ii)** ELS    **iii)** HOBIC

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